

KB38819: CCC Call Notes not working

PROBLEM

The Contact Center Client Call Notes are not working.

SYMPTOMS

Inside the CCC, if you select the "display call notes" option in Phoneset Manager/Softphone, it does not display. The call notes window may display initially, but once it's closed it does not reopen.

The PFShell log contains the following error:

```
eError 13/08/2010 10:29:26 AM miniphoneview::Device_IncomingCall Can not activate the
view CallAnnotationEditor.The original exception is: Controls created on one thread cannot be
parented to a control on a different thread.
Parameter name: value at System.Windows.Forms.Form.set_MdiParentInternal(Form value) |
at Microsoft.ApplicationBlocks.UIProcess.GraphNavigator.StartMDITask(TaskArgumentsHolder
holder, TaskArgumentsHolder args)
at Microsoft.ApplicationBlocks.UIProcess.UIManager.StartNavigationTask(String navGraph,
TaskArgumentsHolder args)
at prairieFyre.WinForms.SoftPhone.SoftPhoneController.get_IsCallAnnotationsRunning() in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applications\ContactCenterClient
\PrairieFyreClientShell\Winforms\Softphone\SoftPhoneController.cs:line 408
at prairieFyre.WinForms.SoftPhone.MiniPhoneView.Device_IncomingCall(Object sender,
CallReceivedEventArgs e) in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applications\ContactCenterClient
\PrairieFyreClientShell\Winforms\Softphone\MiniPhoneView.cs:line 4140
```

CAUSE

This is caused by attempting to access a control from a thread other than the GUI thread.

WORKAROUND

None.

RESOLUTION

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to www.mitel.com.

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

APPLIES TO

CCM version 5.7 SP1

Keywords: 38819 call notes not displaying missing hidden unavailable does not open

Last Modified By: amontpetit, Friday, April 05, 2013

<http://micc.mitel.com/kb/KnowledgebaseArticle50926.aspx>

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